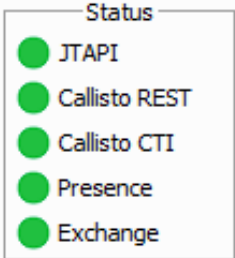


Provider status



The status of the connection to the Call Manager, Callisto and Exchange is indicated at the bottom on the left side.

- Green indicates an established and working connection
- Red indicates that all required fields were filled out, but no connection could be established with the provided information. This suggests either that the information provided is incorrect or that there is a provider side problem. Hover over the label to see more details.
- Grey indicates that no or incomplete information was provided.

Provider	Description
JTAPI	Connection via JTAPI to the UCM. Used to retrieve calls, terminals and lines.
Callisto REST	Connection via REST services to Callisto. Used to retrieve the users defined and imported on Callisto. Only used in Callisto environments.
Callisto CTI	Connection to Callisto, used to retrieve the CTI lines and calls observed by Callisto.
Presence	Connection with the Presence provider.
Exchange	Connection with an Exchange. Used to retrieve the availability status of the users in COC.